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## OFFICE OF THE CITY CLERK

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### TO THE GOVERNMENT EFFICIENCY AND OPENNESS COMMITTEE

DATE: October 7, 2005  
REPORT NO.: CC-05-10

SUBJECT: RECORDS MANAGEMENT STATUS REPORT

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On July 29, 2005, the Office of the City Clerk provided a status report on Records Management practices within the City to the Government Efficiency and Openness (GE&O) Committee. As a result of that presentation, the Clerk's Office was directed to follow-up and report on the following:

**1. Direction to the City Manager to coordinate with the City Clerk to work with any unresponsive departments on current records retention procedures:**

The City Clerk met with the Manager's Office on September 15, 2005 to discuss a strategy for compliance with regard to the update of department records disposition schedules. The City Manager re-issued a memo to Department Directors on October 6, 2005 with revised deadlines for updates to their schedules. Departments were asked to provide the name of a liaison to the Clerk's Office no later than November 1, 2005. Follow-up measures were established by the Clerk's Office in the form of regular status reports to the Manager's Office to ensure that progress would be tracked on a departmental basis.

**2. Direction to the City Manager to immediately remedy any unsafe conditions in the City's records retention areas that maybe out of compliance with building and safety codes:**

The Office of the City Clerk is coordinating with General Services to address all structural and electrical issues. Facilities Maintenance has completed the electrical work and is in the process of scheduling a walk-through by the electrical inspector. In addition, Facilities Maintenance staff is in the process of re-certifying the sprinkler system. All fire exit and accessibility requirements have been met. The only outstanding element includes bracing or anchoring shelves that extend beyond an established height requirement. Staff in both the Clerk's Office and Facilities Maintenance are working together to address this issue, and both sides are confident that it will be resolved within 60 days.

**3. Direction to the City Clerk to return to GE&O with a report regarding potential sites currently owned by the City for use as Records Center for all of the City's records and the approximate cost of obtaining a property if there are no sites owned by the City currently available:**

During the September 15, 2005 meeting with the Manager's Office, a representative from the Real Estate Assets Department agreed to provide a list of potential sites for a centralized records storage facility for all of the City's records management needs. Clearly, a downtown location would be the most efficient option due to the proximity of the Clerk's Office. Plaza Hall, with approximately 20,000 square feet of space available, is the only downtown site with potential. A portion of Plaza Hall has already been partitioned-off for use by the City's Print Shop. Real Estate Assets has expressed a desire to keep the remaining portion of Plaza Hall open as a potential staging area for companies or events renting the adjacent Golden Hall. It would be possible, however, to partition-off about 10,000 square feet, provide the Clerk's Office with an excellent area to consolidate a large number of the City's records, and still leave 10,000 square feet for the events in Golden Hall. This would not impact the City's revenue stream since Plaza Hall is currently vacant.

The only other sites for a Records Center suggested by Real Estate Assets are in Kearny Mesa (Attachment 1). These sites varied in terms of cost, but ranged from \$0.85 - \$1.05 per square foot. Even at the low end of that range, the cost would be over \$200,000 per year. Since the Office of the City Clerk is a General Fund Department, and Records Management is a vital function that should be required of all departments, there is no existing revenue stream to off-set the cost of renting a new building.

In addition to working with Real Estate Assets, the City Clerk has put forward a proposal to the Library to investigate the feasibility of shared space for archives and special collections. There are many areas of overlap between the Library and the Office of the City Clerk, and as part of the proposal, there would be rotating special collections displays of Mayoral artifacts, as well as important municipal documents. A dialogue has been started between the two departments, and the possibilities are both promising and exciting since it would be an opportunity to both enhance public access to information and to do something both proactive and unique among California municipalities.

It should also be noted that the Office of the City Clerk has proactively sought out a relationship with the City's Homeland Security Department. Vital Records, their retention and accessibility, are part of the City's Business Continuity Plan. The Clerk's Office has volunteered to oversee this aspect of the plan and grant funding may be available to assist with this aspect of Records retention.

**4. Direction to the City Clerk to provide the cost of current storage practices by the City, broken down by each storage site:**

Records Management staff in the Office of the City Clerk conducted a recent survey of City departments. As a result of that survey, Attachment 2 provides an estimate of the office space currently being used to store records. Storing records in office space is not cost-effective since the cost per square foot is much higher for office space than it is for warehousing records. In addition, having a Records Center that houses the City's documents creates efficiencies in storage and retrieval and facilitates access by citizens and city personnel.

In addition to the specific direction given above, Councilmember Maienschein encouraged the Office of the City Clerk to investigate technological solutions to the issue of records preservation and storage. Staff has researched the following:

**Record Scanning/Imaging:**

Scanning or imaging records has a great deal of potential in the area of records management. Some jurisdictions have implemented scanning technology with great success. Thus, the Office of the City Clerk met with San Diego Data Processing Corporation to discuss scanning equipment options shortly after the initial Records Management presentation before GE&O. In addition, staff from the Clerk's Office met with staff from Metro Wastewater's scanning operation, and MWWD agreed to loan the Clerk's Office scanning equipment. Thus, it will be possible to launch a scanning & imaging pilot project in the Clerk's Office by December 1, 2005. The following timeline was established:

***October 2005***

- \* Identify the record series/department(s) that may benefit from scanning.

***November 2005***

- \* Set up a scanning workstation in existing Records Center.
- \* Use existing staff (micrographics) to implement pilot project.

***December 2005***

- \* Begin scanning.
- \* Make changes/streamline the process.
- \* Expand project as appropriate.

In conclusion, a citywide Records Center would allow for more efficient and accurate preservation of, and access to, the City's records; as well as standardized technology for storage and retrieval of documents. Although a scanning program would help reduce the overall volume of hard-copy storage, there are still many documents that require retention in their original form. In addition, the process of scanning requires some time to implement and streamline. Thus, a citywide Records Center, in combination with a scanning program, would offer a state-of-the art Records Program for the City of San Diego. The Office of the City Clerk is dedicated to working with other City Departments to coordinate efforts toward this outcome.

Any feedback or questions can be directed to me, or to Salam Hasenin, Deputy Director in charge of Legislative Services and Records Management, who can be reached at 619-533-4024.

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Elizabeth Maland  
City Clerk

Attachments

cc: City Councilmembers  
City Attorney  
City Manager